

New Mexico Health Connections (NMHC)

Submitting a Proof of Claim (POC) through the POC Intake System

September 20, 2021

(Updates from the 6/28/2021 version are highlighted in yellow)

Question		Response
GENERAL QUESTIONS		
1	How do I access the POC Intake System?	The deadline has passed, and the Proof of Claim Intake System is no longer available. See #10 on what to do if you missed the deadline.
2	I need help with entering my claim.	The deadline to file a claim has passed. See #10 on what to do if you missed the deadline.
3	I am a healthcare provider and I did not receive my unique login number. How do I obtain one?	The deadline to file a claim has passed. See #10 on what to do if you missed the deadline.
4	I am a member or general creditor and I did not receive a unique log in number. How do I obtain one?	The deadline to file a claim has passed. See #10 on what to do if you missed the deadline.
5	I do not have access to a computer in order to submit my Proof of Claim electronically. Who can I contact?	The deadline to file a claim has passed. See #10 on what to do if you missed the deadline.
6	What is the deadline for submitting my Proof of Claim?	September 19, 2021.
7	We have multiple users who need to access the POC intake system for one TIN in order to submit our Proof of Claim?	The deadline to file a claim has passed. See #10 on what to do if you missed the deadline.
8	I am a healthcare provider and realized that I have claims for dates of service 2020 that I have not submitted to Friday Health for processing and therefore they are not displaying in the POC Intake System?	The deadline for submitting a claim to the third party administrator was September 1, 2021 . Claims received after this date will be rejected.
9	Can I still file for a provider reconsideration or member appeal if I do not agree with how a claim was processed?	The deadline to file a claim or provider reconsideration has passed. See #10 on what to do if you missed the deadline.

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10	What do I do if I missed the claim filing deadline of September 19, 2021?	It is likely that there will not be funds for late filed claimants, however, the Receiver will maintain a log of claimants that missed the September 19, 2021 deadline and will send a notification should funds become available. If you would like to be added to this log, please email nmhc@riskreg.com and include the TIN (if applicable), contact information and the reason you were not able to file your Proof of Claim before the deadline.
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